



THE CITY OF SAN DIEGO

October 20, 2005

The Development Services Department is accepting resumes for the unclassified position of:

CUSTOMER SERVICE PROGRAM MANAGER

SALARY: \$94,000-\$104,000 annually, depending on qualifications and experience

RECRUITMENT: Open to all current City Employees who meet the qualifications stated below

FILING DEADLINE: 5:00 p.m., Thursday, November, 3, 2005

DEPARTMENT

The Development Services Department is responsible for managing the majority of construction, development project review, permitting, and inspection services for the City of San Diego. The Department serves an estimated 40,000 customers a year with a FY 2006 budget of \$62,386,873 which includes 507 positions. The Department is organized into three divisions:

- **Building and Safety** - This Division manages the building development process and maintains public safety through the review and inspection of building designs for compliance with adopted standards of building and fire safety.
- **Customer Support and Information** - This Division has three main sections. The Project Management Section manages the development review process for private and public projects. The Information and Application Services Section provides review of construction permit applications for compliance with building and zoning codes, issues permits for construction, and provides development information to the public. The Support Services Section provides centralized administrative, financial, information technology, geographic mapping systems and active and archival records maintenance to operating divisions.
- **Land Development Review** - This Division is responsible for determining if a proposed development project complies with state and local land development policies and regulations. It is also responsible for implementation of the California Environmental Quality Act on behalf of the City of San Diego.



Human Resources

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THE POSITION

Under the general direction of the Development Services Director, the Customer Services Program Manager will represent the department in interactions with outside agencies on all customer service issues. This position will serve as a liaison to the City Council, City Manager, the development industry, and Community Planning Groups, and will be responsible for management, administration, planning, and marketing of customer related services and programs.

The following details of this position are provided for general reference:

- Formulates and administers customer service related policies and programs;
- Manages program budget and a staff of professional and administrative employees;
- Represents Development Services on customer service policy related issues;
- Develops, implements, and manages customer service training programs;
- Incorporates the use of balanced scorecard performance measures and other performance data to manage customer service delivery performance;
- Manages the Customer Service Support Program centralized services such as customer, public, and media development and relations, media relations, web page content and publications, and other related services; and
- Industry and Community Group Interfaces:
 - Greater San Diego Regional Chamber of Commerce
 - Community Planners Committee
 - Economic Development Corporation
 - California Coastal Commission
 - Building Industry Association
 - Association of General Contractors
 - Local Disabled Access Advocates

The position will also work with numerous industry and community groups on a quarterly basis. These groups include the American Institute of Architects, Structural Engineers Association of San Diego, San Diego Fire Protection Association, the California Sign Association, American Society of Civil Engineers, Consulting Engineers and Land Surveyors of California, Contractors State License Board, San Diego Board of Realtors, and the Structural Engineers Association. This is in addition to holding workshops with all interested industry and community groups. The position will also work closely with other cities and jurisdictions to study and implement successful customer service strategies.

QUALIFICATIONS

The ideal candidate will possess:

- Strong business and political acumen to work effectively with customers, regulatory agencies, and elected officials;
- The ability to work in a fast-paced, multidisciplinary environment;
- Substantial, progressively responsible management experience that demonstrates the ability to manage a high-profile program;
- The ability to work independently while exercising good judgment and decision making skills;
- Creative problem-solving skills, with the ability to proactively identify, mediate, and/or support creative and innovative solutions;
- Extensive experience and background in program and project management;
- Experience in developing and managing operating budgets;
- Excellent written and verbal communication skills;
- Demonstrated experience with enhanced customer service and customer satisfaction;
- Strong interpersonal leadership skills, with the ability to successfully interact with a wide variety of stakeholders;
- The ability to balance competing interests in a regulatory and political environment; and
- An active and genuine commitment to managing diversity in the workplace and incorporating the City's Vision and Values into high performing teams

Any combination of education and experience that demonstrate these qualifications may be qualifying. A typical way to demonstrate these qualifications would be: a bachelor's degree in Communications, Business Administration, Public Administration or equivalent degree, and five years of progressively responsible experience in providing customer services and communications, managing staff and projects related to customer outreach, overseeing complex projects, and demonstrating leadership skills.

SELECTION PROCESS

To be considered for this position, **no later than 5:00 p.m., Thursday, November 3, 2005**, please submit three (3) copies of your current resume, letter of interest highlighting your relevant experience and a list of three work related references (mailing address and telephone number) to: **Judy von Kalinowski, Labor Relations Office, 1200 Third Avenue, Suite 1316, San Diego, CA 92101-3869, Mail Station 56L**, in an enveloped marked "**Confidential: Customer Service Program Manager.**" A limited number of qualified candidates will be invited to participate in an interview process anticipated to occur in November 2005.